

OFFICE OF THE GENERAL COUNSEL
Division of Operations-Management

MEMORANDUM OM 96-53

August 1, 1996

TO: All Regional Directors, Officers-in-Charge, and
Resident Officers

FROM: B. Allan Benson, Acting Associate General Counsel

SUBJECT: Policy on Responding to Violence and Threatening
Behavior in the Workplace (Crisis Response Plan)

Last year, a working group was formed to develop an Agencywide policy to address how the Agency would respond to an unanticipated event that causes significant physical or emotional injury. Such events might include an episode of workplace violence or serious injury to an employee. Members of the group were: Eugene Lott, Jr., Security Specialist and the group's Chairperson, Robert Miller, Regional Director in San Francisco; Ronald J. Watkins, Deputy to the Assistant General Counsel, Division of Operations-Management; David Biggar and Julie A. Fairman of the NLRBU; Claude Francke and Karen Cook of the NLRBPA; Beatriz M. Ferrario, Employee Relations Specialist; Myron Segal, Safety Officer; and Robert Andres, Labor Relations Specialist.

Attached is the policy statement developed by the work group. In summary, each Region will be responsible for creating an individual crisis response plan for its Regional, Subregional and Resident Offices tailored to the environment in which you operate. Each plan should be created jointly by management and union representatives, in consultation with the Security Staff and/or the EAP program in Headquarters, and the Division of Operations-Management. Each plan will be separate from the Occupant Protection Plan for the building where the office is housed; will provide procedures for contacting the appropriate local law enforcement agencies; and should designate the local members of the Crisis Response Team, including management and union representatives. Also, the policy statement provides some general guidelines for employees to follow in immediate response to a crisis, and suggested procedures for helping affected employees following a crisis. It is envisioned that these guidelines will be included in each office's plan, with each office expanding upon them, if it so chooses.

In accordance with the attached policy statement, you should form a committee consisting of an appropriate number of management officials and union representatives to begin drafting your office's crisis response plan. If you have any questions, please contact me or your Assistant General Counsel.

B. A. B.

Attachment

cc: NLRBU

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